

10.4 Speaking and writing

GOALS ■ Explain and deal with problems ■ Write a review of a restaurant

Listening & Speaking problems in a restaurant

- 1 Work in a group and discuss the questions.
- 1 Where is your favourite place to go out to eat?
 - 2 How often do you go and who do you usually go with?
 - 3 What is the worst place you have eaten in? Why?
 - 4 What things can go wrong when you go to a restaurant (food, service, bill, etc.)?

- 2 10.6))) Listen to five conversations in which people have a problem in a restaurant. For each conversation, decide if the restaurant (R) or the customer (C) is at fault.

1 ____ 2 ____ 3 ____ 4 ____ 5 ____

- 3a 10.6))) Listen again and complete the phrases from the conversations.

Conversation 1

1 _____ you _____ bring me a cloth?

2 Don't worry. It's not _____.

Conversation 2

3 There _____ be a mistake ...

4 You've _____ for two coffees ...

5 I'm _____ sorry.

Conversation 3

6 I _____ apologize.

Conversation 4

7 Would _____ waiting ...?

8 _____ about it.

Conversation 5

9 I'm _____ I can't eat this ...

10 I'd _____ something else, please.

- b 10.7))) Listen to the phrases again and repeat them.

- 4 With your partner, look at the situations below. Take turns to describe the problem and make a request. Use the phrases in the Language for speaking box.

- 1 The menu is in a language you don't understand.
- 2 There is a large, noisy group of people at the table next to you.
- 3 Your food order is taking a long time to arrive.
- 4 Your knife has fallen on the floor.
- 5 The waiter has brought you something you didn't order.
- 6 There is a mistake in the bill.



- 5 Work with your partner. Role-play conversations in a restaurant using the Language for speaking box to help you. Take turns to be the customer and waiter.

LANGUAGE FOR SPEAKING explaining and dealing with problems

Introducing/explaining a problem

There seems to be a mistake ...

You've charged us for ..., but ...

I'm afraid ...

Making a request

Would you mind ...? Could you (possibly) ...?

I'd like to ..., please.

Making an apology

I do apologize. I'm (terribly) sorry.

Responding to an apology

Don't worry about it. It's not your fault.

Reading & Writing a restaurant review

- 6a Work with a partner. Which of these things are most important for you when you choose a restaurant? Why?

location atmosphere food service value for money

- b Match the sentences to the words and phrases in exercise 6a.

- 1 There's a wide range of dishes.
- 2 It's quiet and relaxed.
- 3 The prices are pretty reasonable.
- 4 It's a long way from the city centre.
- 5 The staff are sometimes rude.

- 7 Read the two restaurant reviews. Which topics from exercise 6a do they mention? Do they agree about these topics?

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Thai Kitchen

Reviews

20 Reviews sorted by

- ▶ Date
- ▶ Rating
- ▶ Cuisine

Write a review



 Lee Min



I discovered this place a year ago and I keep coming back. You sit at large tables which are shared with other people. It's always busy and the atmosphere is very lively. The staff are friendly and helpful and have a good knowledge of the dishes on the menu. There isn't a huge choice of food, but the food's tasty and good value. You're usually served very quickly, so it's a great place to go if you're short of time and if you don't mind sharing tables and listening to other diners' conversations.

 Isabelle



I was really excited about eating at the Thai Kitchen, but it was very disappointing. The location's great – it's right in the middle of town – and the atmosphere's very cool and modern. The food's tasty, but it isn't good value because the portions are tiny! We weren't happy with the service, either. We couldn't get the waiter's attention for ages. When he eventually came, he didn't listen properly to our order and forgot to bring my friend's main course. When it finally arrived, the rest of the food was cold. So, all in all, it was a disaster. We aren't planning to go back!

- 8 Read the reviews again and do the following.

- 1 Find adjectives that describe the restaurants and the food.
- 2 Find expressions that mean the opposite to the ones in exercise 6b.

- 9 Read the Language for writing box about using apostrophes. Find and underline all the apostrophes in the reviews and decide which type (1–4) they are.

LANGUAGE FOR WRITING using apostrophes

We use apostrophes with:

- 1 contractions (short forms) of some auxiliary verbs.
he is → he's, it has → it's, I will → I'll,
the location is → the location's
- 2 the contraction of *not*.
were not → weren't
will not → won't
- 3 singular nouns to show possession.
the waiter's notepad
- 4 plural nouns to show possession.
my parents' restaurant

Note: Don't use an apostrophe to make a noun plural.

NOT ~~The starter's were good.~~

- 10 Tomek hasn't checked his use of apostrophes in his review. Some are missing and some are used wrongly. Find seven mistakes and correct them.

 Tomek



I went to the Thai Kitchen last week with a group of friend's. Finding the restaurant isnt difficult. Its the place with the long queue outside! But don't worry – you wont need to wait very long and the foods worth the wait. I had the chefs special dish of the day, which was beef and mango salad. I also tried my friends dishes. They were all delicious too. The restaurant gets noisy sometimes, but if you avoid going at peak time, then you'll find the place nice and quiet.

- 11a **TASK** Think of a restaurant or café and make notes about what you like/don't like about the location, the service, the food, the atmosphere, the prices, etc.

- b Write a review of this restaurant or café.

- c Swap reviews with a partner. Give your partner's review a star rating, e.g. ★★☆☆. Would you like to go there?